



NEW CUSTOMER SERVICE POSITION

AIDS IN CUSTOMER INTERACTION AND COMMUNICATION

CS&A 1.d - Three Customer Service Quality Specialist positions were created in April. These staff serve as greeters for the public and also perform routine “inspections” of each shelter throughout the day.

Each specialist is equipped with an MS Surface Tablet so that they may have immediate access to the Chameleon database in order to better assist customers.



IMPROVED KENNEL CARDS

HELPS DIFFERENTIATE STRAYS FROM ADOPTABLES



CS&A 1.a.iv - We've implemented easier to understand kennel cards for visitors to our shelter(s). Gone are the plaques and laminated signs! Replaced by kennel cards that say “Adoptable,” “My Owner is Being Contacted,” “Stray,” and “Ask About Me at the Front Desk.”

We've also started identifying adoptables with neon stickers to draw more attention to them.

MOBILE ADOPTION EVENTS!

Even though summer is in full force we've been able to identify several off-site adoption events that will work with the hot weather. Our most recent event took place on the misted patio of Salut Kitchen Bar in Tempe. Earlier this summer we spent the morning at OHSO in Paradise Valley, where the dogs enjoyed playing in the brewery's fountain and outdoor eating area.

Recently added were regular off-site adoption events at the PetSmart near 38th Street and Thomas in Phoenix. The store features us on their Facebook page to encourage potential adopters to stop by for a visit.

As the summer ends our mobile adoption event schedule will fill quickly and we already have events planned for Fall.



Mobile Adoption Event at Salut Kitchen Bar, Tempe

COMMUNITY BABY SHOWER TO RECRUIT FOSTER VOLUNTEERS

Recommendation: Priority: High

O&M 2.b.iii and O&M 2.b - On May 30th we hosted our first animal shelter baby shower at our West Valley Animal Care Center. The event was designed to recruit more foster volunteers.

In addition to recruiting volunteers for our agency, we invited our New Hope partners to participate and sign up volunteers for their individual groups. The more foster families that our partners have, the more animals they are able to New Hope from our shelters. The event was publicized via social media by all the participating groups.

The event was publicized via social media and Fox 10 and Channel 3 both did stories about the baby shower.

Each participating group was asked to bring one or two foster animals to the event so that the public could meet them and learn about what is involved to care for underage puppies and kittens. We also encouraged people to foster animals that are recuperating from injuries, as well as those animals who may need a break from shelter life and require temporary fostering.

We signed up several new fosters volunteers and continue to offer monthly foster volunteer orientation sessions at our West Valley Animal Care Center.

Because the event was so well received, we are already looking into another baby shower in the fall or spring. Arizona Humane Society has offered to serve as the "host" for the next event.



Mom was taking a much needed break outside of the box when this photo was taken.

Whelping Boxes (Nesting Boxes) for Mom and Babies

AW-MC 3 - High Priority. The shelter has a limited number of specially designed whelping boxes but is now using dog crates as whelping boxes. These crates ensure that little ones aren't wandering loose in kennels and prevents any unnecessary mishaps (falling into water bowls, getting trapped on the outside of the kennel, etc).